



CITY OF ROUND ROCK
invites applications for the position of:

Public Safety Communications Operator

An Equal Opportunity Employer

SALARY:

Hourly
\$19.76 - \$24.70

OPENING DATE: 02/26/21

CLOSING DATE: 03/12/21 11:59 PM

DESCRIPTION:

Under general supervision the Public Safety Communications Operator provides police, fire and animal control response to the public, as well as, non-emergency assistance to citizens as well as interdepartmental and outside agency members.

EXAMPLES OF DUTIES:

Shift work in a 24-hour operation, to include working weekends, holidays and on-call; answers both administrative service telephone lines and 911 calls for emergency services; obtains information from callers regarding nature of incident, severity, location, descriptions of individuals; transfer calls to other agencies or departments when necessary; exhibit proper use of 911 system, including text-to-911 and Smart911; utilization of TTY and OMNIXX systems; exercises verbal skills to calm excited or abusive callers, obtains necessary information from callers, relays information to public safety personnel in written format. Listens to calling parties while typing information into dispatch system and listening for updates from other communication personnel.

Utilizes knowledge of city ordinances, city services and departmental procedures to assist department personnel and citizens; utilize a multitude of databases, books, and files to obtain necessary information; create calls for service in a Computer Aided Dispatch (CAD) system for citizens, police, and fire personnel.

Utilizes radio channels and CAD systems to coordinate the work of police and fire personnel, other agencies, on a constant basis and when managing crisis incidents; document events in a records management system; maintain professional radio, telephone and CAD etiquette; maintain awareness of all public safety and emergency units assigned and any resources requested; prioritize events and continually adjust based on incoming calls and changing factors; utilize local/regional mapping; maintain awareness of events handled by other 911 personnel; update incidents with information from callers, officers, and personnel.

Maintains paperwork by processing warrants; enters criminal trespassing warrants, verify warrant entry paperwork free from error, file paper copies in filing cabinets, process rider forms; complete daily shift reports; attends daily shift briefing; maintains awareness of operation plans, enforcement programs and staffing levels.

Assists persons using Telecommunications Device for the Deaf (TDD)

EXPERIENCE AND TRAINING:

High School Diploma or equivalent.

One (1) year of experience as a 911 Call Taker/Emergency Services Dispatcher, preference if currently holding a Texas Public Safety Communications License
OR

Two (2) years of work experience and training which provides the required knowledge, skills, and abilities (i.e., high volume call center, in-depth problem solving, priority management.

Experience with Microsoft Word, Excel and Outlook

CERTIFICATES AND LICENSES REQUIRED:

Required to have or obtain TCIC Full Access certification within 6 months of hire.

Required to have or obtain TLETS Certification within 6 months of hire.

Must have completed, or be able to obtain, Criminal Justice Information Services (CJIS) Training.

Must hold or obtain state TCOLE license within 1 year of hire.

Ability to work shift work, including days, nights, weekends and holidays.

Maintains license & certifications; complete required training hours mandated by state and department; strict adherence to Federal, State and Departmental regulations regarding Criminal Justice Information Systems.

Must type at least 45 WPM.

Valid class C Texas driver's license, or ability to obtain license prior to employment.

Bilingual (Spanish, Hindi, Vietnamese) preferred.

The City of Round Rock operates under the legal doctrine of "employment-at-will" and is an equal opportunity employer. The City values diversity and strives to attract a responsible, qualified and diverse workforce that represents the community that we serve.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.roundrocktexas.gov>

Job #201800617
PUBLIC SAFETY COMMUNICATIONS OPERATOR
EC

OUR OFFICE IS LOCATED AT:
231 E. Main Street
Suite 100
Round Rock, TX 78664
512-218-5490

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Public Safety Communications Operator Supplemental Questionnaire

* 1. Which of the following best describes your education?

☐ Less than High School

☐ High School Diploma or GED

- ☐ Some College
 - ☐ Associate's Degree
 - ☐ Bachelor's Degree
 - ☐ Master's Degree or higher
- * 2. How many years of experience do you have as a 911 Call Taker/Emergency Services Dispatcher?
- ☐ None
 - ☐ Less than 1 year
 - ☐ 1 to 2 years
 - ☐ 2 to 3 years
 - ☐ 3 to 4 years
 - ☐ More than 4 years
- * 3. How many years of work experience and/ training do you have which provides the required knowledge, skills, and abilities necessary for this position? (i.e. high volume call center, in-depth problem solving, priority management)
- ☐ None
 - ☐ Less than 2 years
 - ☐ 2 to 3 years
 - ☐ 3 to 4 years
 - ☐ More than 4 years
- * 4. Do you currently hold a TCOLE Public Safety Communications License?
- ☐ Yes
 - ☐ No
- * 5. How many words per minute do you currently type?
- ☐ 0 to 24 wpm
 - ☐ 25 to 44wpm
 - ☐ 45to 69 wpm
 - ☐ 70 and greater
- * 6. Are you bilingual (Spanish, Hindi, Vietnamese)?
- ☐ Yes
 - ☐ No
- * 7. Do you possess a valid Texas Driver's License?
- ☐ Yes
 - ☐ Able to obtain prior to employment
 - ☐ No
- * Required Question